

**Military Community and Family Support Services
Military OneSource Program
Quality Assurance Surveillance Plan (QASP)
Attachment 7**

1-800 / WEBSITE

The Military OneSource 1-800/Website Quality Assurance Surveillance Plan (QASP) will assist the Government in assuring the prime contractor for this effort performs as required under the awarded contract and the members of the Armed Forces receive the requisite quality of support they need and deserve. The QASP details how and when the Government will survey, observe, test, sample, evaluate, and document contractor performance according to the Performance Work Statement.

Below are specific metrics the Government will measure to assure the highest quality delivery of the Military OneSource 1-800/Website program. In addition to the metrics identified below, there are a number of other areas the Government will review as part of the QASP. These include the total number of cases the Contractor opened and what percent of those cases the Contractor referred for Face-to-Face, Problem-Solving Counseling, whether to their own network or to another contractor supplying Face-to-Face, Problem-Solving Counseling services. The Government will need this data for the overall Military OneSource Program and delineated by Service.

This plan outlines metrics in eight (8) specified areas:

1. Telephone: speed of answer, abandoned rate, average hold time, messages taken, and other telephone metrics. The Government will monitor these performance metrics monthly through reports from the Contractor, random sampling, and external audits.
2. Case: clinical quality, follow-up activity, fulfillment of materials, service breakdowns/failures, and other case metrics. The Government will monitor these performance metrics through reports from the Contractor, random sampling, and external audits.
3. User Satisfaction: overall satisfaction with the service and satisfaction with the educational materials. The Government will monitor user satisfaction through reports from the Contractor and random sampling.
4. Educational and Informational Materials: timeliness of distribution. The Government will monitor the timeliness of promotional materials through reports from the Contractor and random sampling.
5. Service Level Experts: contacts with DoD/Service-level POCs, number and quality of installation briefings; conferences and trade shows attended. The Government will monitor this performance monthly through reports from the Contractor, random sampling, and external audits.
6. Employee Quality/Training: amount/type/quality of training provided new employees and amount/type/quality of refresher training provided; contractor's employee satisfaction ratings; percent employee turnover. Another area of quality oversight will be the amount of military specific training the Contractor is providing to the staff supporting Military OneSource. The Contractor will report the amount of training specific to each service provided to the Military OneSource staff. The Government will monitor these performance metrics either monthly or quarterly, depending on the metric, through reports from the Contractor, random sampling, and external audits.
7. Website Functionality: percent uptime; user satisfaction; etc. The Military OneSource website will be a significant area of quality oversight, including frequency of updates, appropriate military appearance, functionality, specific military and Government related materials, etc. The Contractor will report the percent availability and the amount of scheduled outages.

8. Reporting: Timeliness and quality of reports whether monthly, annual, or ad hoc. Reports submitted must be accurate, easily readable, and responsive to the needs of the Government. Contractor is responsive to the Government's needs for ad hoc reporting and presentation materials. Reports allow Government to assess implications and trends for planning, policy development, and budget planning. In addition, the Contractor will provide quality assurance reports which will include data about the number of installation briefings, conferences/trade show presentations, etc., provided by the Service Level Experts (SLEs--formerly SMEs/Program Managers) and the quality of those presentations. The Government will solicit additional input from the Service POCs and DoD to verify satisfaction with the accuracy of the reports and performance by the SLEs. The Government will monitor reporting activities to assure compliance with contract requirements. Government will provide feedback to the contractor on a regular basis but no less frequently than quarterly at quarterly IPRs.

1. Telephone Metrics

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
% Answered <i>Live</i> within 20 seconds of the first ring	90%	External reports, Contractor reporting and random sampling performed by the Government
Abandon Rate	1.0%	External reports, Contractor reporting and random sampling performed by the Government
Messages Taken as % of Calls	1.0%	External reports, Contractor reporting, and random sampling performed by the Government
Language Translation Services Availability	80%	Random sampling performed by the Government

2. Case Metrics

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
Clinical Quality* of Cases (as measured through clinical supervision)	96%	Contractor reports, random sampling performed by the Government and external audits
Follow Up Attempts (as agreed to by caller and as clinically appropriate)	100%	Contractor reports; random sampling
Educational Materials and Referrals Shipped within 24-48 hours	97%	Contractor reports; random sampling
Service Breakdowns** as a Percentage of Cases	<.5%	Contractor reports
Document Translations Completed within 3 business days	95%	Contractor reports; random sampling
Case information posted within three (3) business days of receipt	95%	Contractor reported and random sampling by the Government

*Offerors will explain how they determine “Clinical Quality”

**Any failure in service as recorded by service member or family member

3. User Satisfaction Metrics

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
% of Participants Surveyed	100% of those appropriate for survey*	Contractor Reported and Random sampling performed by the Government
% Overall Satisfaction	95%	Contractor Reported and Random sampling performed by the Government
% Satisfied with Educational Materials (received in a timely manner, readability, utility & validity)	95%	Contractor Reported and Random sampling performed by the Government

* Offerors will explain how they determine if a Client’s case is “appropriate for survey”

4. Educational and Informational Materials Metrics

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
Educational and Informational Materials Produced in a timely manner for distribution	100%	Contractor Reported and Random sampling performed by the Government

5. Service Level Experts Metrics

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
Contact with DoD/Service POCs	As required, NLT weekly	Contractor reported and as reported by DoD/Service POCs
Installation Commander Briefings	>90% on time, as directed by DoD/Service POCs or as requested by the CO	Contractor reported and as reported by DoD/Service POCs
Installation Organizational Briefings	>90% on time, as directed by DoD/Service POCs or as requested by the CO	Contractor reported, as reported by DoD/Service POCs, random sampling
Conference/Tradeshow Presentations	>90% on time, as directed by DoD/Service POCs or as requested by the CO	Contractor reported and as reported by DoD/Service POCs

6. Employee Quality/Training Metrics

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
% Turnover of Military OneSource Staff	<10% per six month period	Contractor reported Monthly, for the preceding six months Dismissals for cause not included
% Employee Satisfaction Ratings	>80% job satisfaction on Contractor initiated survey	Contractor reported annually
Employee Training	Contractor provides 100% of employees Service specific orientation within 30 days of hire	Contractor Reported Monthly
Employee Refresher Training	Contractor provides 100% of employees refresher training on each Service annually	Contractor reported annually

7. Website and Case Management System Metrics

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
% Website uptime (excluding scheduled maintenance)	98%	Contractor Reported
Scheduled maintenance outages for Website not to exceed 1 hour/month	90%	Contractor Reported
% Case Management System uptime (excluding scheduled maintenance)	99%	Contractor Reported

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
Scheduled maintenance outages for Case Management System not to exceed 1 hour/month	90%	Contractor Reported
% user satisfaction with the Website	92%	Contractor Reported; random sampling

8. Reporting Metrics

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
% of each monthly report delivered on time	80%	Government receives reports
Annual report delivered on time	100%	Government receives report

**Military Community and Family Support Services
Military OneSource Program
Quality Assurance Surveillance Plan (QASP)
Attachment 7**

MILITARY ONESOURCE (FACE-TO-FACE, PROBLEM-SOLVING COUNSELING)

The Military OneSource Quality Assurance Surveillance Plan (QASP) will assist the Government in assuring the prime contractor for this effort performs as required under the awarded contract and the members of the military and their dependents receive the requisite quality of support they need and deserve. The QASP details how and when the Government will survey, observe, test, sample, evaluate, and document Contractor performance according to the basic Performance Work Statement (PWS),

Below are specific metrics the Government will measure to assure the highest quality Face-to-Face, Problem-Solving Counseling service delivery to the Service members and their dependents as part of the Military OneSource Program. In addition to the metrics identified below, there are a number of other areas the Government will review as part of the QASP. These include the total numbers of Face-to-Face, Problem-Solving Counseling cases the Contractor opened and the outcome of the counseling (e.g., improved, resolved, worsened, stayed the same, etc.)—the Government will need these data for the overall Military OneSource Program and delineated by Service.

This plan outlines metrics in five specified areas:

9. Face-to-Face, Problem-Solving Counseling: Clinical appropriateness of services provided; services provided in an appropriate time frame. The Government will monitor these performance metrics monthly through reports from the Contractor, random sampling, and external audits.
10. Provider Network: Provision of Face-to-Face, Problem-Solving Counseling services within appropriate distance and provision of training to the network of face-to-face counselors. Transfer of case data to 1-800/Website contractor within three (3) business days of final session with face-to-face counselor. Another area of quality oversight will be the amount of military specific training the Contractor is providing to the network of providers supporting Military OneSource. The Contractor will report the amount of training specific to each service provided to the Military OneSource provider network. The Government will monitor these performance metrics monthly through reports from the Contractor and random sampling.
11. User Satisfaction: Satisfaction of the users with their Face-to-Face, Problem-Solving Counseling experience, e.g., satisfaction with provider. The Government will monitor these performance metrics either monthly or quarterly, depending on the metric, through reports from the Contractor and random sampling.
12. Employee Quality/Training: Amount/type/quality of training provided new employees and amount/type/quality of refresher training provided; contractor's employee satisfaction ratings; percent employee turnover. Another area of quality oversight will be the amount of military specific training the Contractor is providing to the staff supporting Military OneSource. The Contractor will report the amount of training specific to each service provided to the Military OneSource staff. The Government will monitor these performance metrics either monthly or quarterly, depending on the metric, through reports from the Contractor, random sampling, and external audits.

13. Reporting: Timeliness and quality of reports whether monthly, annual, or ad hoc. Reports submitted must be accurate, easily readable, and responsive to the needs of the Military OneSource Client. Contractor is responsive to the Government's needs for ad hoc reporting and presentation materials. Reports allow Government to assess implications and trends for planning, policy development, and budget planning.

Government will provide feedback to the contractor on a regular basis but no less frequently than quarterly at the quarterly IPRs.

1. Face-to-Face, Problem-Solving Counseling Case Metrics

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
Clinical Quality* of Cases (as measured through clinical supervision)	96%	Contractor reports, random sampling performed by the Government and external audits
Urgent Cases scheduled for face-to-face appointment within 1 business day and routine cases scheduled within 3 business days	92%	Contractor reports and random sampling performed by the Government
Service Breakdowns ** as a Percentage of Face-to-Face, Problem-Solving Cases	<.5%	Contractor reports

*Offerors will explain how they determine "Clinical Quality"

** Any failure in service as reported by service member or family member

2. Provider Network Metrics

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
Provider Available within 30 Minutes of Caller	92%	Contractor Reports and random sampling performed by the Government
Network Training	Contractor provides 75% of provider network Service specific orientation within 90 days of hire and 100% within 120 days	Contractor Reported Monthly
Network Refresher Training	Contractor provides 75% of provider network refresher training on the military clients annually	Contractor Reported Monthly
Case information transferred to 1-800/Website contractor within three (3) business days of final sessions	95%	Contractor Reported and random sampling performed by the Government

3. User Satisfaction Metrics

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
% of Participants Surveyed	100% of those appropriate for survey*	Contractor Reported and Random sampling performed by the Government
% Satisfied with Face-to-Face, Problem-Solving Counseling Sessions	92%	Contractor Reported and Random sampling performed by the Government

* Offerors will explain how they determine if a Client's case is "appropriate for survey"

4. Employee Quality/Training Metrics

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
% Turnover of Military OneSource Staff Supporting Face-to-Face, Problem-Solving Counseling	<10% per six month period	Contractor reported Monthly, for the preceding six months Dismissals for cause not included
% Employee Satisfaction Ratings	>80% job satisfaction on Contractor initiated survey	Contractor reported Annually
Employee Training	Contractor provides 100% of employees Service specific orientation within 30 days of hire	Contractor Reported Monthly
Employee Training	Contractor provides 100% of employees refresher training on each Service annually	Contractor reported annually

5. Reporting Metrics

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
% of each monthly report delivered on time	80%	Government receives reports
Annual report delivered on time	100%	Government receives report